

AMENDMENTS

In the Claims

1-22. (Cancelled)

23. (Previously Presented) A method of inter-module communication comprising:  
forming a message, wherein

said forming comprises

inserting customer relations management system information and other  
customer relations management system information into said  
message, and

configuring said message to be pushed from a customer relations  
management system by encoding at least a portion of said message  
in a markup language,

said customer relations management system information comprises at least one of  
agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said  
agent information and said work item information, and

said other customer relations management system information comprises at least  
one of a command, a request and a notification.

24. (Previously Presented) The method of claim 23, wherein  
said notification comprises at least one of notification of an event and autonomously  
provided information.

25. (Original) The method of claim 24, wherein  
said customer relations management system information further comprises at least one of  
queuing information, statistical information, connection information and rule  
information.

26. (Original) The method of claim 23, further comprising:  
communicating said message from a commerce server to a universal queuing system.
27. (Previously Presented) The method of claim 23, further comprising:  
forming said command, wherein said other customer relations management system  
information comprises said command and said command is defined such that a  
module receiving said message performs an operation.
28. (Previously Presented) The method of claim 23, further comprising:  
forming said request, wherein said other customer relations management system  
information comprises said request and said request is configured to cause a  
module receiving said message to reply with requested customer relations  
management system information.
29. (Previously Presented) The method of claim 23, further comprising:  
forming said notification, wherein said other customer relations management system  
information comprises said notification, and said notification is generated by a  
module generating said message.
30. (Previously Presented) The method of claim 23, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a  
statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein  
said agent-related function is initiated by one of an AgentLogin command, an  
AgentLogout command, an AgentInitAuBWork command, an  
AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a  
ChangeAgentSkill command, a RequestAgentState request, a  
RequestAgentMediaMode request, a RequestSystemState request, a  
RequestAgentWorkableList request, a RequestWorkItemAssignment request, a  
RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein  
said work item-related function is initiated by one of an AddWorkItem command, a  
RequestWorkItemStatus request, an AcceptWorkItem command, a  
RejectWorkItem command, a CompleteWorkItem command, a  
WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an  
HoldWorkItem command, an UnHoldWorkItem command, a  
BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent  
command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein  
said statistics-related function is initiated by one of a SetChannelStatInterval command, a  
SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat  
command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein  
said administrative function is initiated by one of a UQOpenConnection command, a  
UQReopenConnection command, a UQInitRules command, a UQReplaceRules  
command and a UQDisconnect command.
35. (Previously Presented) The method of claim 30, further comprising:  
sending said message.
36. (Previously Presented) The method of claim 35, further comprising:  
receiving said message.
37. (Previously Presented) A computer system comprising:  
a processor;  
computer readable storage medium coupled to said processor; and  
computer code, encoded in said computer readable storage medium, configured to cause  
said processor to:  
form a message, wherein  
said forming comprises

inserting customer relations management system information and  
other customer relations management system information  
into said message, and  
configuring said message to be pushed from a customer relations  
management system by encoding at least a portion of said  
message in a markup language,  
said customer relations management system information comprises at least  
one of agent information and work item information,  
said agent information comprises information regarding an agent,  
said work item information comprises information regarding a work item,  
said other customer relations management system information is other  
than said agent information and said work item information, and  
said other customer relations management system information comprises  
at least one of a command, a request and a notification.

38. (Previously Presented) The computer system of claim 37, wherein  
said notification comprises at least one of notification of an event and autonomously  
provided information.

39. (Previously Presented) The computer system of claim 38, wherein  
said customer relations management system information further comprises at least one of  
queuing information, statistical information, connection information and rule  
information.

40. (Previously Presented) The computer system of claim 37, wherein said computer  
code is further configured to cause said processor to:  
communicate said message from a commerce server to a universal queuing system.

41. (Previously Presented) The computer system of claim 37, wherein said computer  
code is further configured to cause said processor to:

form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said notification, wherein  
said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.

44. (Previously Presented) The computer system of claim 37, wherein said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. (Previously Presented) The computer system of claim 44, wherein said computer code is further configured to cause said processor to:  
send said message.

46. (Previously Presented) A computer program product comprising:  
a first set of instructions, executable on a computer system, configured to form a message, wherein  
said first set of instructions comprises

a first subset of instructions, executable on a computer system, configured to insert customer relations management system information and other customer relations management system information into said message, and

a second subset of instructions, executable on a computer system, configured to configure said message to be pushed from a customer relations management system, wherein said second subset of instructions comprises

a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a markup language,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46, wherein said notification comprises at least one of notification of an event and autonomously provided information.

48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.

50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said notification, wherein  
said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 53, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to send said message.

55. (Previously Presented) An apparatus comprising:

means for inter-module communication comprising means for forming a message, wherein

said means for forming comprises

means for inserting customer relations management system information and other customer relations management system information into said message, and

means for configuring said message to be pushed from a customer relations management system, wherein

means for configuring comprises encoding at least a portion of said message in a markup language,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification.

56. (Previously Presented) The apparatus of claim 55, wherein

said notification comprises at least one of notification of an event and autonomously provided information.



57. (Previously Presented) The apparatus of claim 56, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
58. (Previously Presented) The apparatus of claim 55, further comprising: means for communicating said message from a commerce server to a universal queuing system.
59. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
60. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
61. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
62. (Previously Presented) The apparatus of claim 55, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
63. (Previously Presented) The apparatus of claim 62, further comprising: means for sending said message.

64. (Previously Presented) The apparatus of claim 63, further comprising:  
means for receiving said message.

65. (Previously Presented) A method comprising:

receiving a message, wherein

at least a portion of said message is encoded in a markup language,

said receiving comprises

receiving said message from a customer relations management system

upon said message being pushed from said customer relations  
management system,

extracting customer relations management system information and other  
customer relations management system information from said  
message, and

decoding said at least said portion of said message in said markup  
language,

said message is configured to provide inter-module communications by virtue of  
said message comprising said customer relations management system  
information and said other customer relations management system  
information,

said customer relations management system information comprising at  
least one of agent information and work item information,

said agent information comprising information regarding an agent,

said work item information comprising information regarding a work item,

said other customer relations management system information being other  
than said agent information and said work item information, and

said other customer relations management system information comprising  
at least one of a command, a request and a notification.

66. (Previously Presented) The method of claim 65, wherein

said notification comprises at least one of notification of an event and autonomously  
provided information.

67. (Previously Presented) The method of claim 66, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
68. (Previously Presented) The method of claim 65, wherein said receiving of said command occurs at a universal queuing system.
69. (Previously Presented) The method of claim 65, further comprising: performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
70. (Previously Presented) The method of claim 65, further comprising: replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
71. (Previously Presented) The method of claim 65, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
72. (Previously Presented) The method of claim 65, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
73. (Previously Presented) A computer system comprising: a processor; computer readable storage medium coupled to said processor; and computer code, encoded in said computer readable storage medium, configured to cause said processor to:

receive a message, wherein

at least a portion of said message is encoded in a markup language,  
said computer code configured to cause said processor to receive

comprises

computer code configured to cause said processor to receive said  
message from a customer relations management system  
upon said message being pushed from said customer  
relations management system,

computer code configured to cause said processor to extract  
customer relations management system information and  
other customer relations management system information  
from said message, and

computer code configured to cause said processor to decode said at  
least said portion of said message in said markup language,  
said message is configured to provide inter-module communications by  
virtue of

said message comprising said customer relations management  
system information and said other customer relations  
management system information,

said customer relations management system information  
comprising at least one of agent information and work item  
information,

said agent information comprising information regarding an agent,  
said work item information comprising information regarding a  
work item,

said other customer relations management system information  
being other than said agent information and said work item  
information, and

said other customer relations management system information  
comprising at least one of a command, a request and a  
notification.

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.
75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.
77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:  
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:  
reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
79. (Previously Presented) The computer system of claim 73, wherein said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.
80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Previously Presented) A computer program product comprising:
- a first set of instructions, executable on a computer system, configured to receive a message, wherein
    - at least a portion of said message is encoded in a markup language,
    - said first set of instructions comprises
      - a first subset of instructions, executable on a computer system, configured to receive said message from a customer relations management system upon said message being pushed from said customer relations management system,
      - a second subset of instructions, executable on a computer system, configured to extract customer relations management system information and other customer relations management system information from said message, and
      - a third subset of instructions, executable on a computer system, configured to decode said at least said portion of said message in said markup language,
  - said message is configured to provide inter-module communications by virtue of
    - said message comprises customer relations management system information and other customer relations management system information,
      - said customer relations management system information comprises at least one of agent information and work item information,
      - said agent information comprises information regarding an agent,
      - said work item information comprises information regarding a work item,
      - said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification; and  
computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82. (Previously Presented) The computer program product of claim 81, wherein said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

87. (Previously Presented) The computer program product of claim 81, wherein

said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Previously Presented) An apparatus comprising:  
means for receiving a message, wherein  
at least a portion of said message is encoded in a markup language,  
said means for receiving comprises  
means for receiving said message from a customer relations management system upon said message being pushed from said customer relations management system,  
means for extracting customer relations management system information and other customer relations management system information from said message, and  
means for decoding said at least said portion of said message in said markup language,  
said message is configured to provide inter-module communications by virtue of said message comprising said customer relations management system information and said other customer relations management system information,  
said customer relations management system information comprising at least one of agent information and work item information,  
said agent information comprising information regarding an agent,  
said work item information comprising information regarding a work item,  
said other customer relations management system information being other than said agent information and said work item information, and



said other customer relations management system information comprising  
at least one of a command, a request and a notification.

90. (Previously Presented) The apparatus of claim 89, wherein  
said notification comprises at least one of notification of an event and autonomously  
provided information.
91. (Previously Presented) The apparatus of claim 90, wherein  
said customer relations management system information further comprises at least one of  
queuing information, statistical information, connection information and rule  
information.
92. (Previously Presented) The apparatus of claim 89, wherein  
said receiving of said command occurs at a universal queuing system.
93. (Previously Presented) The apparatus of claim 89, further comprising:  
means for performing an operation in response to receiving said command, wherein said  
other customer relations management system information comprises said  
command.
94. (Previously Presented) The apparatus of claim 89, further comprising:  
means for replying with requested customer relations management system information in  
response to receiving said message, wherein said other customer relations  
management system information comprises said request.
95. (Previously Presented) The apparatus of claim 89, wherein  
said other customer relations management system information comprises said  
notification, and  
said notification is generated by a module generating said message.
96. (Previously Presented) The apparatus of claim 89, wherein  
said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

97-98. (Cancelled)

99. (New) The method of Claim 23, wherein said forming comprises receiving incoming customer support requests at a communication server, wherein said communication server receives said incoming customer support requests from a channel driver in communication with a communications channel, and causing said communication server to route said incoming customer support request as a work item to an assigned agent.